



# Hawaii Traveler Tips

# Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our web site at <http://hawaii.gov/health/dcab>. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.

The county of Maui consists of three islands, the islands of Maui, Molokai and Lanai. The island of Maui is the largest of these three islands with the largest population and infrastructure, with the city of Kahului being the county seat. The islands of Molokai and Lanai are much smaller in size and population, and therefore services and resources are more limited on these two islands.

*Islands of  
Maui  
& Molokai*



## Kahului Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Honolulu International Airport. Obtain this guide at <http://hawaii.gov/dot/airports> and select "ADA". For more information, contact the Visitor Information Program at the Kahului Airport at (808) 872-3893 (V).



## Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems can obtain "real time" assistance and information to resolve problems by calling the DOT at (800) 778-4838 (V) and (800) 455-9880 (TTY).
- Information on investigating and filing a complaint about a disability issue can be found at <http://airconsumer.ost.dot.gov/>.
- Information for the air traveler with a disability can be found at <http://airconsumer.ost.dot.gov/publications/disabled.htm>.

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, has information for travelers with disabilities and medical conditions on its web site at [www.tsa.gov/travelers/airtravel/specialneeds/index.shtm](http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtm).

## Hawaii Traveler Tips



### Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from airport or airport car rental booth to vehicle pickup point, or deliver the vehicle to the airport terminal.

**Alamo Rent-A-Car** (800) 327-9633  
(Toll free)

**Avis Rent-A-Car** (800) 321-3712  
(Toll free)

**Budget Rent-A-Car** (800) 527-7000  
(Toll free)

**Dollar Rent-A-Car** (866) 434-2226  
(Toll free)

**Hertz Rent-A-Car** (800) 654-3011  
(Toll free)

**National Rent-A-Car** (800) 227-7368  
(Toll free)



### Accessible Van Rentals

The following business rents wheelchair accessible vans. Call in advance to make reservations, arrange for pick up of the van, and if needed have hand controls installed for the van.

**Wheelchair Getaways of Hawaii**  
(800) 638-1912 (Toll free)  
Web site: [www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)



### Transportation

#### County of Maui

Roberts Hawaii operates the fixed route bus and paratransit service for the County of Maui. All buses are wheelchair accessible.

Contact Roberts Hawaii for information on bus routes, schedules, and hours of operation and paratransit service at **(808) 871-4838**, or visit [www.mauicounty.gov/bus](http://www.mauicounty.gov/bus).

#### Maui Executive Transportation Service

Provides wheelchair transportation.

P.O. Box 11526

30 Halawai Drive

Lahaina, HI 96761

**(800) 833-2303** (Toll free)

**(808) 669-2300**

(808) 662-0900 (Fax)

Web site: [www.mauishuttle.com](http://www.mauishuttle.com)



### Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated, accessible parking spaces. Parking placards must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.



### Access to Beaches and Trails

All terrain wheelchairs are available at selected beaches on Maui. For further information contact the County of Maui, Department of Parks and Recreation, Aquatics Program at phone **(808) 270-6138**.

For information on trails through out the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program at Oahu phone **(808) 973-9782** or visit [www.hawaiitrails.org/](http://www.hawaiitrails.org/).



## Medical Equipment

The following medical supply and health care companies sell and rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to arrange and ensure your equipment needs are ready when you arrive in Hawaii.

### Island of Maui

#### Apria Healthcare

431 Alamaha Street, #2 & 3B  
Kahului, HI 96732  
**(808) 871-4267**  
(808) 871-1257 (Fax)  
Web site: [www.apria.com](http://www.apria.com)

#### Gammie HomeCare

292 Alamaha Street  
Kahului, HI 96732  
**1-(888) 540-4032** (Toll free)  
**(808) 877-4032**  
(808) 877-3359 (Fax)  
Email: [office@gammie.com](mailto:office@gammie.com)  
Web site: [www.gammie.com](http://www.gammie.com)

### Island of Molokai

#### Apria Healthcare

431 Alamaha Street  
Kahului, HI 96732  
**(808) 871-4267**  
**(800) 524-0244** (Toll Free)  
(808) 871-1257 (Fax)  
Web site: [www.apria.com](http://www.apria.com)  
Apria Healthcare on Maui also services Molokai.



## Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

### Island of Maui

#### CareResource of Hawaii

355 Hukilike Street, Suite 126  
Kahului, HI 96732  
**(808) 871-2115**  
(808) 877-4629 (Fax)  
Web site: [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

#### Hawaii Centers for Independent Living - Maui

220 Imi Kala Street, Suite 103  
Wailuku, HI 96793  
**(808) 242-4966** (V)  
**(808) 242-4968** (TTY)  
(808) 244-6978 (Fax)  
Email: [tlay@pacificil.org](mailto:tlay@pacificil.org)  
Web site: [www.myhcil.com](http://www.myhcil.com)

### Island of Molokai

#### CareResource Hawaii

10 N. Mohala Street, Suite 201  
Kaunakakai, HI 96748  
**(808) 553-9851**  
(808) 553-5245 (Fax)  
Web site: [www.careresourcehawaii.org](http://www.careresourcehawaii.org)



## Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

**Sign Language Interpreters  
Hawaii Interpreting Services  
(808) 394-7706**

Email: Sabina@interpretinghawaii.com

Web site: **www.interpretinghawaii.com**



**Service Animals**

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

**Hawaii Department of Agriculture  
Animal Quarantine Station**

99-951 Halawa Valley Street

Aiea, HI 96701-5602

**(808) 483-7151**

(808) 483-7161 (fax)

Email: rabbiesfree@hawaii.gov

Web site: **www.hawaii.gov/hdoa**



**Visitor Aloha Society of Hawaii**

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

**Visitor Aloha Society of Hawaii**

**Island of Maui**

**(808) 244-3530**

This guide was prepared by the State of Hawaii, Department of Health  
**Disability and Communication Access Board**

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814

(808) 586-8121 (V/TTY)

Web site: [www.hawaii.gov/health/dcab/](http://www.hawaii.gov/health/dcab/) • E-mail: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4616 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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